Introduction -

Account Statements







- Where to find your orders and account statements
- When to expect your payments
- How to read your statements

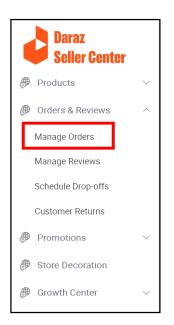


Order Overview



Which orders are reflected in statements?

As part of managing your shop, you can check the status of your orders in Alibaba Seller Centre (ASC) Order Overview.





Once your orders are delivered (as shown below), the details of those orders are reflected in your account statement.

You can reconcile your delivered orders and revenue earned from them through your account statements and its detailed overview.

OIC	der Num	iber Cu	stomer	Product	Product to	ag ▼ Se	eller SKU	Pa	iyment	
Ful	filment	De	livery Option	Start Date	- End Date					
Print	¥	Set Status ▼						E	export ▼ Im	port
		Document	Order No. √	Order Date 1	Update Date √	Payment Metho d	Retail Price	#	Status	Print
	+		309782226	01 Oct 2016 04:57	05 Oct 2016 17:22	COD	120350.00	1	Cancelled	×
	+	Invoice	303423666	04 Nov 2016 17:48	23 Dec 2016 22:11	COD	40900.00	1	Delivered	×
				15 Nov 2016	02 Jan 2017					

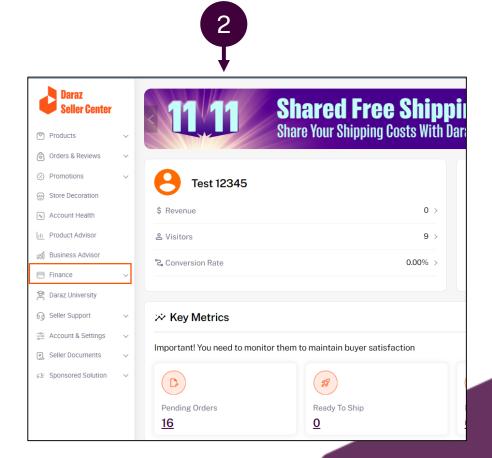
How to get your account statements?



Step 1: Log in with your **email ID** and **password** at https://sellercenter.daraz.com.pk



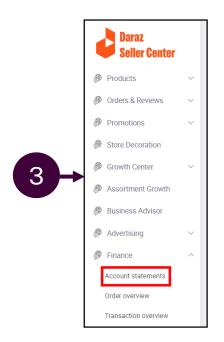
Step 2: After landing on the overview screen, click on **Finance** - present on the taskbar.



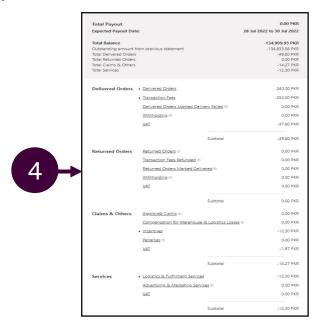
How to get your account statements?



Step 3: A drop-down box will open up. From there, select "Account Statements".



Step 4: You will land on the current week's account statement. You **must** have delivered orders for the account statement to populate, otherwise it will be blank.



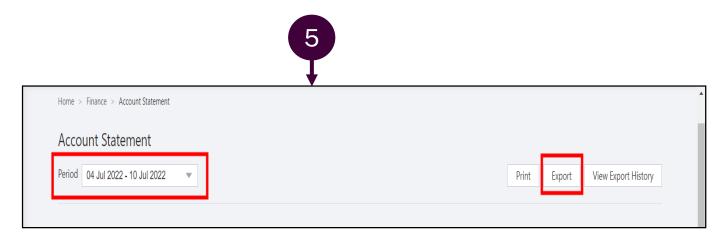


Pro-tip: You can see the summarized view of your account statement with all the details. The best way to get order level details is exporting your account statements.

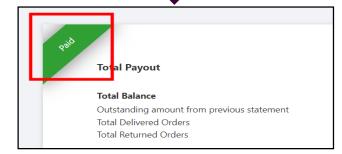
How to get your account statements?

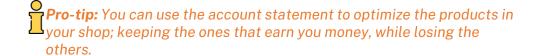


Step 5: You can select the relevant payout cycle (**period**) to see its account statement. To check order level details, **export** your account statement



Once the payment has been made, the status at the top left hand corner will show "Paid" with a green color.

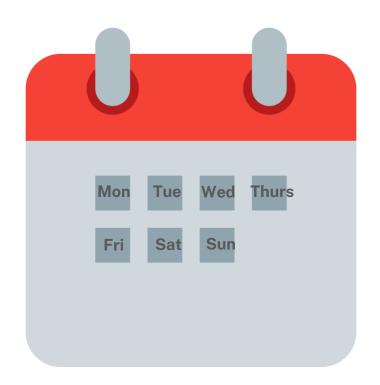




Pay-out Cycle

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When will you get paid?

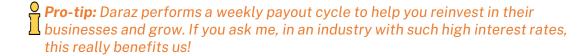


Payments for delivered products are settled on a weekly basis, according to the following structure:

For the orders received by the customers between Mondays – Sundays, the seller is paid in 5 working days from Sunday

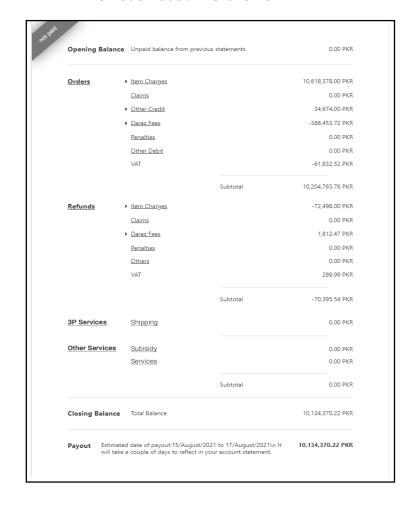
*The payment schedule is based on business days and excludes any public holidays or weekends.

*The payout amount will be net off of any deductions applicable (returned items, penalties, etc.) and would also include any payments for approved claims.



Account Statements Made Simple

Previous Account Statement





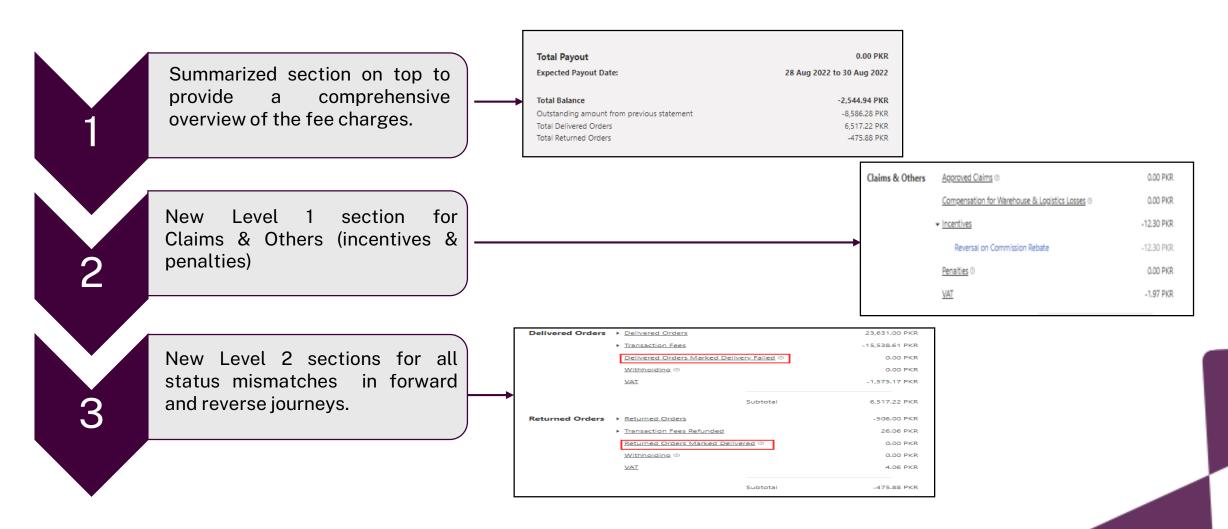
Revamped Account Statement

Total Payout			0.00 PKR
Expected Payout Dat	le:		28 Jul 2022 to 30 Jul 2022
Total Balance			-134,909.93 PKR
	from previous statement		-134,833,56 PKR
Total Delivered Orders			-49.80 PKR
Total Returned Orders Total Claims & Others			0.00 PKR -14.27 PKR
Total Services			-12,30 PKR
Delivered Orders	Delivered Orders		240.00 PKR
	▶ <u>Transaction Fees</u>		-252.00 PKR
	Delivered Orders Marked Delive	ry Failed ①	0.00 PKR
	Withholding ®		0.00 PKR
	VAT		-37.80 PKR
		Subtotal	-49.80 PKR
Returned Orders	Returned Orders @		0.00 PKR
	Transaction Fees Refunded ©		0.00 PKR
	Returned Orders Marked Deliver	red 🗇	0.00 PKR
	Withholding @		0.00 PKR
	VAT		0.00 PKR
		Subtotal	0.00 PKR
Claims & Others	Approved Claims ®		0.00 PKR
	Compensation for Warehouse &	Logistics Losses	0.00 PKR
	▶ <u>Incentives</u>		-12.30 PKR
	Penalties ®		0.00 PKR
	VAT		-1.97 PKR
		Subtotal	-14.27 PKR
Services	► Logistics & Fulfillment Services		-12.30 PKR
	Advertising & Marketing Service	<u>15</u> (1)	0.00 PKR
	VAT		0.00 PKR
		Subtotal	-12.30 PKR

Account Statements Made Simple



We have revised the outlook of your account statements to make them user friendly



Account Statement - Export

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Benefits Of Exporting Your Account Statement



Pro-tip: You can use the account statement to rationalize the products in your shop; keeping the ones that earn you money, while losing the others.





The revamped Account Statements have three levels of information

Level 1	Level 2	
Delivered Orders	→ Delivered Orders	240.00 PKR
	Product Price Paid by Buyer - Level 3	240.00 PKR
	→ Transaction Fees	-252.00 PKR
	Payment Fee	-240.00 PKR
	Commission Fee	-12.00 PKR
	Delivered Orders Marked Delivery Falled (1)	0.00 PKR
	Withholding ®	0.00 PKR
	VAT	-37.80 PKR

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Here are the different Level 1 (L1) fee lines

L1	Description	
Delivered Orders	Transactions related to successfully delivered orders	
Returned Orders	Transactions related to returned/failed/cancelled orders	
Claims & Others	Transactions related to logistics & warehouse losses, incentives, and penalties	
Services	Transactions related to other value-added services	

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Here are the different Level 2 (L2) fee lines

L1	L2	Description	
	Delivered Orders	Amount transferred from buyer for delivered orders	
Delivered Orders	Transaction Fees	Fee charged for delivered orders	
	Delivered Orders Marked Delivery Failed	All transactions for delivered orders with mismatched status	
	Returned Orders	Reversal of amount transferred from buyer for returned orders	
Returned Orders	Transaction Fees Refunded	Fee reversal for returned orders	
	Returned Orders Marked Delivered	All transactions for returned orders with mismatched status	
	Approved Claims	Payment for all approved seller claims	
Claima ? Othara	Compensation of Warehouse & Logistics losses	Payment for warehouse & logistics losses	
Claims & Others	Incentives	Incentives paid to sellers	
	Penalties	Penalties charged to sellers	
Comicos	Logistics & Fulfillment Services	Fee charged for logistics and fulfillment services	
Services	Advertising & Marketing Services	Fee charged for advertising and marketing services	

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Here are the different Level 3 (L3) fee lines

	Delivered Orders	
	Shipping Fees Paid By Buyer	Shipping fee transferred from buyer for delivered orders
	Product Price Paid By Buyer	Item price transferred from buyer for delivered orders
	<u>Transaction Fees</u>	
	Payment Fee	Cash handling fee charged for delivered orders
	Commission Fee	Commission charged on delivered items
	Shipping Fee	Shipping charges for delivered orders
Delivered	Shipping Fee Discount	Shipping discount by Daraz reimbursed to seller
Orders	Delivered Orders Marked Delivery Failed	
	Product Price Paid By Buyer	Item price transferred from buyer for delivered orders with mismatched status
	Payment Fee	Cash handling fee charged for delivered orders with mismatched status
	Commission Fee	Commission charged for delivered orders with mismatched status
	Shipping Fee	Shipping charges for delivered orders with mismatched status
	Shipping Fee Discount	Shipping discount by Daraz reimbursed to seller for delivered orders with mismatched status
	Shipping Fee Paid By Buyer	Shipping fee transferred from buyer for delivered orders with mismatched status

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Here are the different Level 2 (L2) fee lines

	Returned Orders	
	Product Price Refunded To Buyer	Item price transferred from buyer for returned orders
	Transaction Fees Refunded	
	Commission Fee Refunded	Commission refunded for returned orders
	Payment Fee Refunded	Cash handling fee refunded for returned orders
Returned	Shipping Fee Refunded	Shipping charges for returned orders
Orders	Shipping Fee Discounts Refunded	Shipping discount by Daraz reimbursed to seller
	Returned Orders Marked Delivered	
	Product price refunded to buyer	Item price reversal for returned orders with mismatched status
	Commission Fee Refunded	Commission refunded for returned items with mismatched status
	Payment Fee Refunded	Cash handling fee refunded for returned items with mismatched status
	Shipping Fee Paid By Buyer	Reversal of shipping fee from buyer for returned orders with mismatched status

Here are the different Level 3 (L3) fee lines



Claims	R
Otalilla	C
Other	2

Approved Claims	
Claims for Damaged & Incorrect Items	Payment for approved claims of damaged items
Claims for Incorrect Penalties Charged	Payment for approved claims of reversal of penalties
Claims for lost items	Payment for approved claims of lost items
Incentives	
Commission Rebate	Commission rebate to sellers on achieving the sales target
Reversal on Commission Rebate	Reversal of commission rebate
Wallet Cashback	Wallet cashback fee charged to seller
Seller Incentives	Seller referral bonus
Free Shipping Rewards	Payment of shipping rewards under "New Seller Must Do (NSMD)" program
Compensation for Warehouse & Logistic Losses	
Compensation for Warehouse losses	Reimbursement of any items lost at warehouse
Reversal of Warehouse losses	Reversal of reimbursement of any items lost at warehouse
Compensation for logistics losses	Reimbursement of any items lost due to logistical issues
Compensation for timelines breach	Reimbursement of items not delivered/returned to the sellers within SLA
<u>Penalties</u>	
Penalties for Out of Stock (OOS) Items	Penalties for out of stock items
Penalties for Wrong Items Delivered	Penalties for wrong or counterfeit items
Penalties for cancellation due to Out of Stock (OOS) items	Penalties for cancellation due to Out of Stock (OOS) items
Penalties for defective items	Penalties for defective items
Penalties for cancellation due to late fulfillment	Penalties for cancellation due to late fulfillment
Penalties for expired items	Penalties for expired items

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What does Level 3 (L2) tell you?

	Advertising and Marketing Services	
	Sponsored Product Fee	Early pay fee charged to seller
	Online Marketing Fee	Online marketing provided by Daraz to seller
Services	Logistics & Fulfillment Services	
30171035		Storage fees deduction from vendor payout
	Packaging Fee	Logistics related service fee
	Last Mile Fee	Fee charged for last mile services
	Pick Up Fee	Fee charged for providing pick up services
	Packaging Fee Refunded	Refund on the logistics related services fee that was charged incorrectly

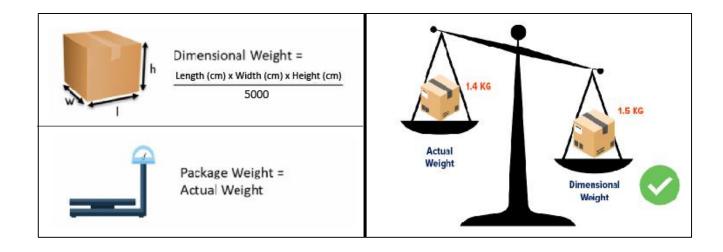
Shipping Fee



How is it calculated?

The chargeable weight is either the **dimensional weight** or the **actual weight**, whichever is **greater.** It's then used to calculate the **shipping fee.**

As shown below, the shipping fee will be based on the dimensional weight (1.5 KG) as it's greater than the actual weight (1.4 KG).



Shipping Fee

How is it calculated?





Description	Amount
Scenario	
Shipping fee of item	100
Daraz Discount	-10
Seller Discount	-20
Paid by Customer	70
Impact on Seller Statement	
Automatic Shipping Fee	-100
Shipping Fee (Paid by customer)	70
Auto Shipping Fee Subsidy (by Daraz)	10
Increase / (Decrease) in Seller payout	(20)



Seller is only paying the discount offered by them.

VAT



How is it calculated?

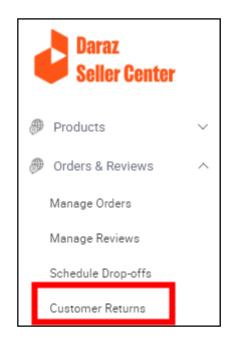
Delivered Orders	Delivered Orders Delivered Orders	
	Product Price Paid by Buyer	240.00 PKR
	▼ <u>Transaction Fees</u>	-252.00 PKR
	Payment Fee	-240.00 PKR
	Commission Fee	-12.00 PKR
	Delivered Orders Marked Delivery Failed ®	0.00 PKR
	Withholding ®	0.00 PKR
	VAT	-37.80 PKR

To comply with governmental regulations, Daraz charges VAT to the seller. The amount is paid to the government on behalf of the seller.

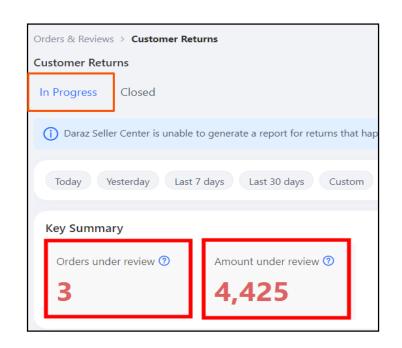
It is on the basis of current tax rates applicable in the province where the seller's business is registered and is charged on Daraz Fees.

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How to check details of Customer Returns under 'IN PROGRESS'?



Step 1: Click on **Order Reviews** and then **Customer Returns**. You can check your customer return details from here



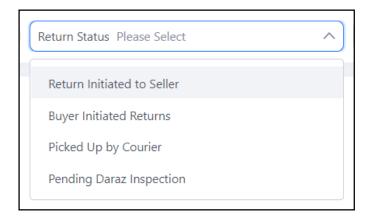
Orders under Review: Count of all Return Orders that are still in-progress

Amount under Review: Sum of all Refund Amount of in-progress Return Orders



How to check details of Customer Returns under 'IN PROGRESS'?

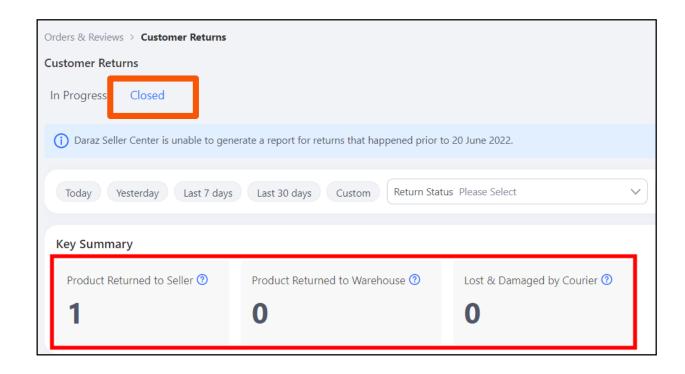




- 1. As a seller, you can filter the page by the following:
- Today
- Yesterday
- Last 7 days
- Last 30 days
- Custom
- 2. As a seller you can also search the page by Order ID
- 3. As a seller, you can filter the page by the following 'Status' (IN PROGRESS)
- Return Initiated to Seller
- Buyer Initiated Returns
- Picked Up by Courier
- Pending Daraz Inspection



How to check details of Customer Returns under 'CLOSED'?



Products Returned to Seller: Count of all products with the Status "**Product Returned to Seller**"

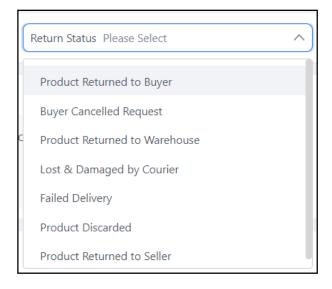
Product Returned to Warehouse: Count of all products with the Status "**Product Returned to Warehouse**"

Lost and Damager by Courier: Count of all products with the Status "**Lost & Damaged by Courier**"



How to check details of Customer Returns under 'CLOSED'?





- 1. As a seller, you can filter the page by the following:
- Today
- Yesterday
- Last 7 days
- Last 30 days
- Custom
- 2. As a seller you can also search the page by Order ID
- 3. As a seller, you can filter the page by the following 'Status' (CLOSED)
- Buyer Cancelled Request
- Product Returned to Buyer
- Product Returned to Warehouse
- Product Returned to Seller
- Lost & Damaged by Courier
- Product Discarded
- Failed Delivery



How to check details of Customer Returns?

As a seller, you will see the following information in each of the 'return order':

- Order ID
- Return ID
- Product Image
- Product Name
- Refund Amount
- Status
- Return Reason
- Buyer's Comment

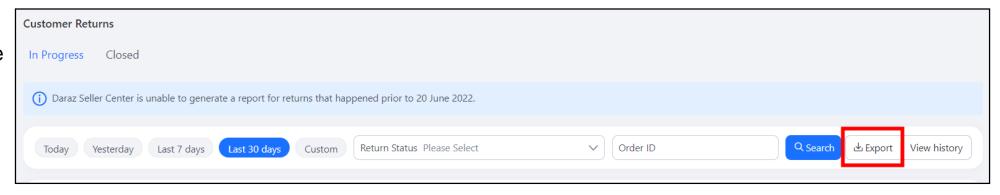
Product(s)	Amount	Status	Reason	Comment
Order ID: 204151831220821 🗎 Retur	n ID: 501004200320821 🚇			
RECORD RETAINS AND THE PROPERTY OF THE PROPERT	NPR 150	Product Returned to Seller 2022-08-02 12:08:35	Not as advertised	-
Order ID: 204032063123186 🗎 Retur	n ID: 500933563723186 🗎			
App image upload test	NPR 11	Lost & Damaged by Courier 2022-06-24 22:51:33	Does not fit	did not fit me



Exporting Data

As a seller, you can export the following data into an excel/csv file:

- Order ID
- Return ID
- Order Date
- Return Order Date
- Return Item ID
- Order Item ID
- Seller SKU ID
- Item Name
- Status
- Refund Amount
- Return Reason
- Comment



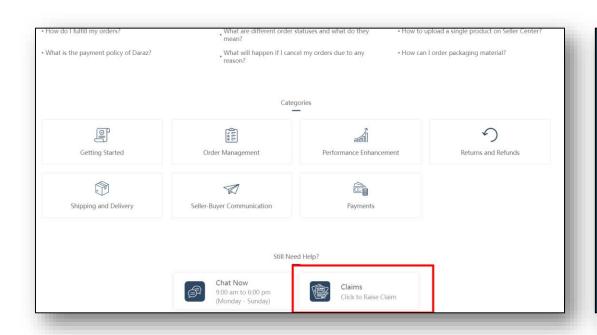
Click on **Export** to download the **excel/csv** file for Customer

Why can I not reconcile some items on ASC?

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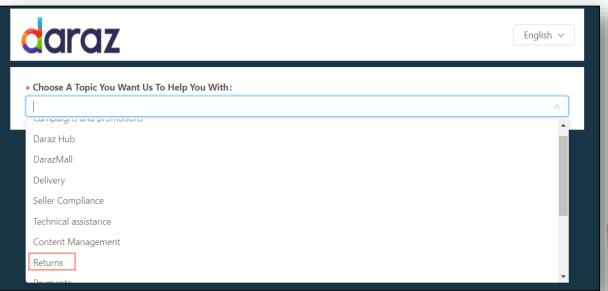
Introduction

Incase of any claims, you can raise an Xform.



Seller Center -> Help Center:

https://helpcenter.daraz.com.pk/page/home?pageId=117&language=en&spm=a1zawl.15026418.new-navigation.aside.0



Why can I not reconcile some items on ASC?



Once you file your claim, you will receive this email from Daraz, along with your claim request number.

DA	RAZ SELLER SUPPOR	T
Your Claim Request Has Been Received!		
Dear Xspace Testing,		
Greetings and thank you for reaching out	to Daraz Seller Support.	
We have received your claim request wit	h the following details, we will review and get be	ack to you within 8-10 working days .
Shop Name Xspace Testing		
Order Number		
SKU Number 10293834		
PK1212 However, in case of providing incomplete	or in details, your claim may be rejected and yo	ou will be notified.
We greatly appreciate your patience and	co-operation on this matter.	
Please note your claim request number 2	04000005245503 which can be used to follow	up on the related matter.
We are glad to assist you in this regard.		
Regards,		
Daraz Seller Support		
COPORT SELLER SUPPORT	Need more help? Call: 021-111-735-537	Create a Seiler Center Age some rece Concepte pilory Concepte pilory Concepte pilory Concepte pilory

Why can I not reconcile some items on ASC?



Damages

Once your claim for damages has been approved, you will receive a confirmation email. Item level details for your damage claims will be mentioned in the **Account Statement Export.**

Dear Seller,

Thank you for reaching us in regards to your claim.

We are sorry for the inconvenience caused. Concerning your claim # for order #, we would like to notify you that your claim has been resolved. The parcel has been marked lost in our system, and you will be paid for this order in the upcoming 1 to 2 payment cycles. Please check your payment cycles accordingly.

Should you have further queries or assistance, please do not hesitate to contact us again.

Glad to be of your assistance

Regards,

Seller Support Daraz



Discounts



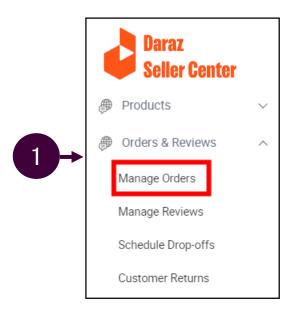
Seller discounts are clubbed in Item Price Credit and hence, not visible in the account statements. There are two types of discounts:

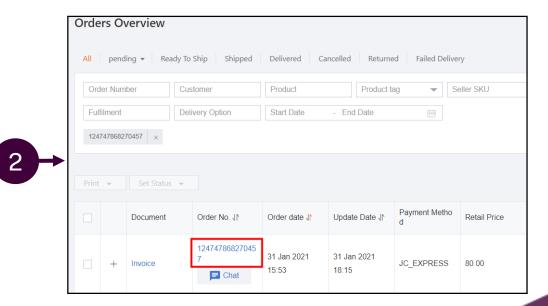
- (i) Bundle Discounts
- (ii) Voucher Discounts

Step 1: Log in with your email ID and password at https://sellercenter.daraz.com.pk

Click on Orders & Reviews and then Manage Orders.

Step 2: Search for the Order Number in the payout cycle and then click on the order.





Pro-tip: "For both, Bundle Discounts & Voucher Discounts, Step1 and 2 are the same."

Discounts

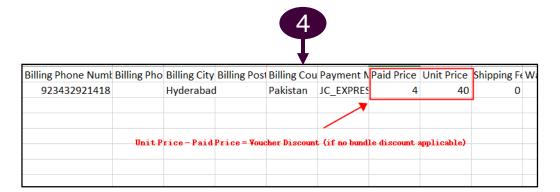


Voucher Discounts is a promotional tool offered by Daraz through which sellers can give discounts to customers on specific SKUs, over a certain purchase limit, etc.

Step 3: In the Voucher column, the discount is **visible of 36.** You can also calculate through subtracting Item
Price Credit from Retail Price: **40 – 4 = 36**

Items Product Real GTA Vi ce City Gam Code:mysto e Play On M rename1 obile - Gran Type:Copied d Theft Auto Delivered Voucher Vice City - A Discount (of vailable All 1):36.00 GTA Cheat Codes Transaction Type value Number Account Statement PK2NBNJU90V-1NWIQWA-21013 2021-01-31 18:15:01 Commission -0.25 15 Jan 2021 - 31 Jan 2021 4.00 2021-01-31 18:15:01 Item Price Credit 15 Jan 2021 - 31 Jan 2021 2021-01-31 18:15:02 Payment Fee -0.06 PK2NBNJU90V-41YGD9J-210131 15 Jan 2021 - 31 Jan 2021

Step 4: Once you export, you can also get the details in excel format. **Unit Price – Paid Price** will give you the Voucher Discounts that were applicable on every order.



Account Statement - Export

Where do I get Item Level Visibility?

You can export your account statement, to get the item level details of each transaction. The details are populated of the transactions that took place in the chosen payout cycle.

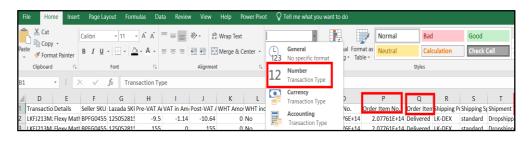






You can view all the item level details in the downloaded file for Account Statement.

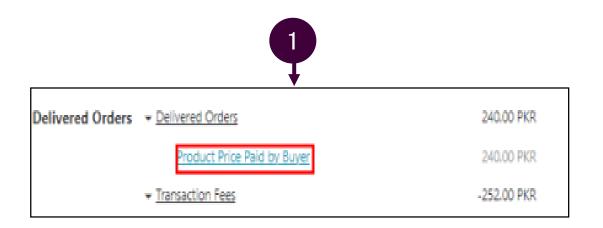




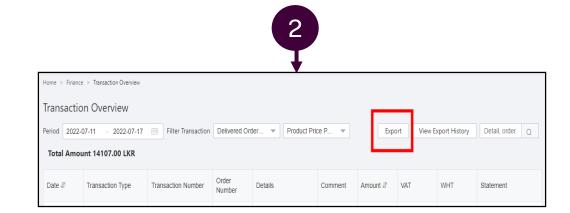
Item Level Details on your statements



Step 1: You can also export item level details for a specific fee line by clicking on it.



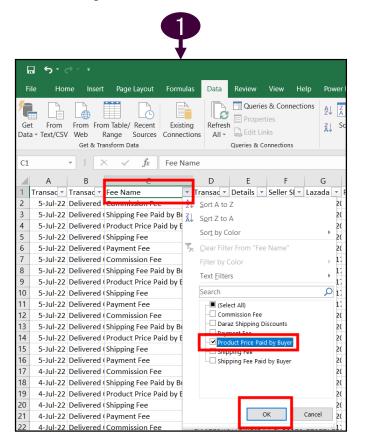
Step 2: You can choose a period and filter the transaction type before exporting it.



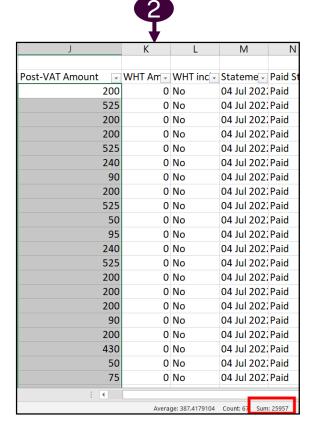
Account Statement - Export

How to reconcile Fee Lines to statement preview?

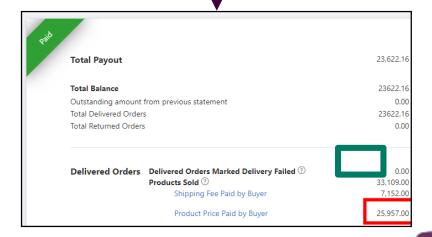
Step 1: Filter 'Product price paid by buyer' in 'Fee Name' column.

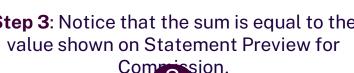


Step 2: Highlight the column to sum all the values of the column.



Step 3: Notice that the sum is equal to the value shown on Statement Preview for Compassion.





THANK YOU

If you have any additional questions, reach out to our Help Center.

https://helpcenter.daraz.com.pk/page/home?pageId=117&language=en&spm=a1zawl.15026418.new-navigation.aside.0



